

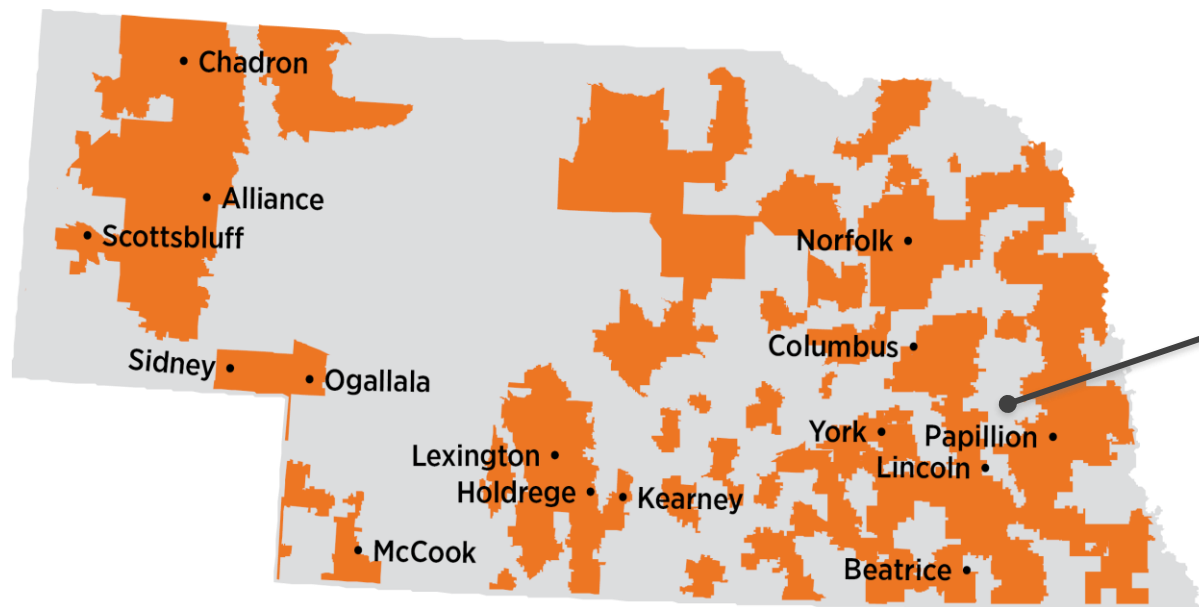
# NEBRASKA

## CHOICE GAS PROGRAM UPDATE

April 26, 2022



# Black Hills Energy – Nebraska Gas



## Nebraska

296,778 customers

319 communities served

440 employees

 Natural Gas Utilities

# 2022 CHOICE GAS ANNUAL SELECTION PERIOD UPDATES

## Agricultural

The agricultural selection period ended on Feb. 16<sup>th</sup> with:

- 6082 customers actively balloted
- 1845 customers defaulted

There were no complaints or issues reported.

## Residential/Commercial

At present the annual selection period is open, ending on April 21<sup>st</sup> at 11:00 p.m. cst.

There have been 3 informal commission complaints reported all of which have been resolved.

- One regarding details of their fixed monthly bill amount
- One regarding supplier website issues
- One regarding price fluctuation from day to day

# Residential/Commercial Updates Cont'd

The Choice Gas Administration's decision to discontinue the pre-annual selection period marketing and corresponding use of delegation agreements has continued to result in fewer customer complaints.

There have been no issues reported by customers or suppliers due to this change, with the overall customer experience appearing to be smoother and less intrusive.

# QUESTIONS



